



Borang Maklum Balas Pelanggan Customer Feedback Form

Nama : _____
Name

Tarikh : _____
Date

Sila nyatakan jika anda perlu maklum balas dari kami
Please indicate if you would like a reply from us

Ya / Yes ☐ Tidak / No ☐

Jika YA, sila lengkapkan yang berikut :
If YES, please complete the following :

No. Telefon/Telephone no: _____ Emel/Email: _____

Alamat/Address: _____

Sila pilih dan tandakan SATU (1) jenis maklumbalas sahaja. Please choose and tick only ONE (1) feedback.

Jenis Maklum Balas
Type of Feedback

Aduan ☐
Complaint

Cadangan ☐
Suggestion

Pujian ☐
Compliment

Kategori Maklum Balas/ Feedback Category:

Tempat & Fasiliti ☐
Places & Facilities

Khidmat Sirkulasi ☐
Circulation Services

Program & Aktiviti ☐
Program & Activities

Keahlian ☐
Membership

Promosi ☐
Promotion

Laman Web ☐
Website

Waktu Operasi ☐
Opening Hours

Khidmat Pelanggan ☐
Customer Service

Staf ☐
Staff

Akses Internet ☐
Internet access

Susunan bahan Perpustakaan ☐
Arrangement of Library Materials

Perkhidmatan ☐
Service

Koleksi Perpustakaan ☐
Library Collection

Lain-Lain ☐
Others

Penerangan/Description:

**UNTUK KEGUNAAN PEJABAT
FOR OFFICE USE**

Tarikh Terima
Date Received : _____

Diterima Oleh
Received By : _____

No Ruj CCRF
CCRF Ref No : _____

Tindakan/ Action(s) taken: